FINAL REPORT

EVALUATION OF THE MAINE SCHOOL AND LIBRARY NETWORK

FALL 1997/WINTER 1998

Final Report For:

Maine Public Utilities Commission
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Under Direction of:
The Maine School and Library Network
Advisory Board

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MAINE SCHOOL AND LIBRARY NETWORK
SUMMARY OF 1997 FALL SURVEY

INTRODUCTION: In late October of 1997 the Maine School and Library Network (MSLN) Advisory Board distributed a survey to the 1138 schools and libraries connected to the network at that time. The objective was to receive information from the participants on their experiences and opinions related to the MSLN.

The Board also was interested in the viewpoints of teachers and technical coordinators at each school so a survey was sent to a teacher, a technical coordinator, and a principal at each of the 747 schools that were part of the group choosing the standard connection. The head librarian at each of the 277 libraries that received a standard connection received a survey specifically designed for libraries. In total 2518 surveys were sent to sites participating with a standard 56k frame relay connection.

As part of the MSLN initiative schools and libraries were given the opportunity to use an alternative to the standard connection. This approach to connection is referred to as Alternative Equivalent Value (AEV). Because the AEV sites were connected in a different manner, the questions asked of them were different than the standard group.   Each of the 114 schools and libraries that chose AEV were sent these special surveys.

In the third week of November 1997, each of the sites that had not responded yet were contacted by postcard to remind them to return their surveys.

RESPONSES TO DATE: As of March 16, 1998 the response to these surveys has been very encouraging with over 50% of the sites having completed and returned at least one survey. Following is a spread sheet depicting the level of response in each category.

Standard Group:	Responses	Total Sent	Percent
Principals	347	747	46.5%
Librarians	209	277	75.5%
Teachers	279	747	37.3%
Tech Coord.	296	747	39.6%
AEV Group:	Responses	Total Sent	Percent
Schools	47	91	51.6%
Libraries	8	23	34.8%
Total Sites Represented	611	1138	53.7%

COMPARISONS OF SCHOOLS AND LIBRARIES BEFORE AND AFTER THE MSLN PROJECT:

One of the items of interest was the impact of providing a network connection for these sites. Therefore, each set of surveys had questions pertaining to what each location had for connections and equipment prior to the project, what they had now and what they expected they would have by the year 2000. Based on the surveys from 53.7% of the connected sites we know the following:

- 7,654 computers are connected today that were not connected before.
- 9,426 computers in total are connected to MSLN and the Internet.
- 15,058 computers are planned for Internet connection by the year 2000.

Although we have not tried to predict the actual numbers for the remaining sites that have not responded, it is

very evident that the total number of computer connected to the Internet for all schools and libraries would be significantly higher than those listed above.

- 153 libraries (75.7% of responders to this question) had no Internet before but have a connection today.

- 197 schools (53.7% of responders to this question) had no Internet before but have a connection today.

- 2,924 school and library personnel have received some form of Internet training.

THE MSLN NETWORK'S IMPACT ON THE SCHOOL OR LIBRARY:

- 97.8% of the schools reported that the MSLN was either very important or somewhat important in the enhancement of their curriculum.
- 90.6% of the schools reported they would be using the connection more in the future.
- 97.8% of the libraries that had an opinion stated that the Internet improved their ability to answer reference questions completely, very much or somewhat.
- 68% of the libraries reported that they had experienced an increase in usage of the library by patrons since their connection.
- Libraries reported that the MSLN connection is in use on average 21.2 hours a week or 66.5% of the time the library is open.

WHAT IS THEIR LEVEL OF SATISFACTION AND WHAT DO THEY PLAN:

- 96.1% of the Principals reported that they were completely or somewhat satisfied with the MSLN.
- 88.7% of the teachers said that they would be using the connection more in the future.
- 97.3% of the Head Librarians reported that they were completely or somewhat satisfied with their MSLN connection.
- 72.3% of the libraries reported that they expected to use the Internet connection more in the future.

TOP FIVE RESPONSES FOR QUESTIONS THAT ASKED FOR WRITTEN RESPONSES:

There were four questions on the surveys that called for the responding person to make written comments or suggestions. Following is a description of each question and a summarization of the top five responses in each category:

1. All people who indicated that they were planning on using the MSLN more were asked "What additional applications, services/classes, or programs do you plan to use it for?" Libraries were asked about additional services and schools were asked about additional classes. The top responses based on number of occurrences could fit into the following categories:
    - Research
    - More e-mail, Pen Pals
    - More Internet
    - More classroom use/ instruction/ implementation
    - Curriculum based instruction/ development

TOP FIVE RESPONSES CONTINUED:

1. All categories of people surveyed were asked: "What changes would you suggest in the training?" The top five responses based on the most occurrences fit into the following categories:

    - Provide follow-up (questions, new information)
    - Spend more time on the subjects
    - "More training"
    - Offer again (turnover/more staff)
    - Positive Comments

1. Technical Coordinators and Head Librarians were asked: "Have there been any problems in using the MSLN since its installation?" "What problems?" The top five responses based on the most occurrences fit into the following categories:

    - E-mail problems
    - Local problems
    - Multiple user problems
    - On-line access
    - Freeze/lock-up

1. All categories of people were asked to provide further comments. The question was phrased "Please use this space for any additional comments or feedback you may want to provide." The top five responses based on the most occurrences fit into the following categories:

    - Positive Comments (twice as many as any other response)
    - Follow up needed
    - More speed or perception of slow
    - More training
    - Current funding

The information provided above is a summary of some of the key questions and comments on the surveys and gives an indication of how people view the MSLN project. There were many other questions on the individual surveys and more detail reports are available under the subsections for each survey category. The reports under each section are based on an accumulation of actual answers to the survey questions. We have not tried to statistically predict what the responses would be for the total population of the user base. We instead have provided the actual totals so that the reader can make their own assessment. We have however, used the written responses to allow project staff members to follow up individually with sites that were having problems, expressed concerns or had questions.

TABLE OF CONTENTS

Title   **Page**

_____

all averages are of the number who answered that question
all percentages are of the number who answered that question

The ratio of students to computers available for student use is reported as
94,121 students to 11,958 computers = 7.9 to 1

Principals reported that they are using the MSLN connection an average of 3.5 hours per week.

The following percent of principals described their satisfaction with MSLN as:

Completely Satisfied	45.2%	(142)
Somewhat Satisfied	35.4%	(111)
Somewhat Dissatisfied	3.2%	(10)
Completely Dissatisfied	0%	(0)
Don't Know	16.2%	(51)

total=347 - 33 blanks=base of 314

8531 computers are reported as capable of Internet access, an average of 25.9.

792 computers are reported as connected to the Internet prior to MSLN, an average of 2.4.

7098 computers are reported as currrently connected to the Internet, an average of 21.4.

11,428 computers are planned for an Internet connection by 2000, an average of 43.5.

2660 classrooms are reported currently connected to the Internet, an average of 8.2.

4850 classrooms are planned for an Internet connection by 2000, an average of 16.3.

The following average numbers were reported as using MSLN Internet connection on a daily basis:

Students	25.5
Teachers	37.7
Administrators	94.9
Others	21.8

The following numbers were reported as receiving training on use of MSLN Internet connection:

Principal	141
Other school administrative staff	127
Technical Coordinator	228
Teachers	1790
Others	58
No one	20
Don't Know	19

The following percentage answered whether training was sufficient to teach others:

Yes   40.7%   (120)
No   13.5%   (40)
Did not receive   45.8%   (135)
total=347 - 52 blanks=base of 295

The following number of principals reported future plans for MSLN as:

Same   30
More   300
Less   1
blank   16

The following percentages reported their view of the importance of MSLN in the enhancement of their school's future curriculum

Very important   66.0% (213)
Somewhat Important   31.9% (103)
Neither important nor unimportant   1.8%   (6)
Somewhat unimportant   0%   (0)
Not at all important   0.3%   (1)
total=347 - 24 blanks=base of 323

The following were perceived as the greatest challenge to providing effective access to MSLN
(in order of numbers reported)

a-Training teachers   224
l-Funding concerns after 2000   122
g-Computers accessible in every classroom   117
h-Acquiring additional computers   111
e-Lack of technical personnel   108
b-Training students   78
j-Time constraints preventing learning technology 75
f-Curriculum development   72
d-Managing local area network   55
c-Computer security   36
i-Internet access policy issues   18
k-Upgrading to recent versions of Internet   8
software

all averages are of the number who answered that question
all percentages are of the number who answered that question

The following percent of technical coordinators described their satisfaction with MSLN as:
Completely Satisfied   58.8%   (160)
Somewhat Satisfied   35.3%   (96)
Somewhat Dissatisfied   1.5%   (4)
Completely Dissatisfied   0%   (0)
Don't Know   4.4%   (12)
total=296 - 24 blanks=base of 272

The following average numbers were reported as using MSLN Internet connection on a daily basis:
Students   28.2
Teachers   38.8
Administrators   47.1
Others   17.5

9801 computers are reported as currently available for student use.

7501 computers are reported as capable of connecting to the Internet, an average of 26.5.

635 computers are reported as connected to the Internet prior to MSLN, an average of 2.3.

6652 computers are reported as currrently connected to the Internet, an average of 23.6.

The following applications were reported as being used, on the number of computers indicated:
E-mail   5032
World Wide Web   5435
Data Sharing   2520
FTP   1173
Other   203

The following numbers were reported as receiving training on use of MSLN Internet connection
Principal   35
Other school administrative staff   24
Technical Coordinator   183
Teachers   343
Others   28
No one   25
Don't Know   9

The following percentage answered whether training was sufficient to set up the site to utilize the MSLN connection:

Yes   72.8%   (193)
No   9.4%   (25)
Did not receive   17.7%   (47)
total=296 - 31 blanks=base of 265

The following number of technical coordinators reported future plans for MSLN use as

Same   34
More   242
Less   2
blank   18

The following elements of the MSLN received the listed ratings by the noted percentage of people answering this part of the question.

total=296-34 blanks=base of 262

software easy	Excellent	45.0%	(118)
	Satisfactory	33.6%	(88)
	Fair	6.5%	(17)
	Unsatisfactory	1.5%	(4)
	Don't Know	13.4%	(35)

total=296-35 blanks=base of 261

clear documentation	Excellent	29.5%	(77)
	Satisfactory	41.4%	(108)
	Fair	13.0%	(34)
	Unsatisfactory	3.8%	(10)
	Don't Know	12.3%	(32)

total=296-36 blanks=base of 260

software performance	Excellent	35.8%	(93)
	Satisfactory	44.2%	(115)
	Fair	11.5%	(30)
	Unsatisfactory	2.7%	(7)
	Don't Know	5.8%	(15)

total=296-29 blanks=base of 267

system downtime	Excellent	44.6%	(119)
	Satisfactory	36.3%	(97)
	Fair	11.6%	(31)
	Unsatisfactory	3.4%	(9)
	Don't Know	4.1%	(11)

total=296-28 blanks=base of 268

easy access	Excellent	49.6%	(133)
	Satisfactory	37.3%	(100)
	Fair	9.7%	(26)
	Unsatisfactory	1.5%	(4)
	Don't Know	1.9%	(5)

total=296-38 blanks=base of 258

staff helpful	Excellent	61.2%	(158)
	Satisfactory	24.0%	(62)
	Fair	3.9%	(10)
	Unsatisfactory	0.8%	(2)
	Don't Know	10.1%	(26)

total=296-27 blanks=base of 269

speed	Excellent	27.9%	(75)
	Satisfactory	38.3%	(103)
	Fair	23.8%	(64)
	Unsatisfactory	6.7%	(18)
	Don't Know	3.3%	(9)

198 technical coordinators reported calling for added technical support, and 92.9% (184) said they were satisfied.

95 technical coordinators (32.1% of those answering) reported problems using MSLN since its installation.

TEACHER QUESTIONNAIRE
as of 3/16/98
with 279 questionnaires returned from 747 sent (37.3%)

all averages are of the number who answered that question
all percentages are of the number who answered that question

The following percent of teachers described their satisfaction with MSLN as:
Completely Satisfied   48.2% (123)
Somewhat Satisfied   40.4% (103)
Somewhat Dissatisfied   5.5%   (14)
Completely Dissatisfied   0.4%   (1)
Don't Know   5.5%   (14)
total=279 - 24 blanks=base of 255

The following average numbers were reported as using MSLN Internet connection on a daily basis:
Students   29.9
Teachers   41.0
Administrators 53.4
Others   18.1

The following applications were reported as being used, on the listed number of computers:
E-mail   3377
World Wide Web   3661
Data Sharing   1027
FTP   435
Other   111

The following %s were reported as using the network applications:
Math   32.6%   (94)
History   44.1% (123)
Social Studies   63.4% (177)
Remedial   24.0%   (67)
English   42.7% (119)
Science   60.2% (168)
Gifted   21.5%   (60)
Other   32.6%   (91)
base of 279

Teachers reported they spend 9.6% of their teaching time on MSLN with students.

The following numbers were reported as receiving training on use of MSLN Internet connection

Principal	88
Other school administrative staff	82
Technical Coordinator	145
Teachers	1148
Others	35
No one	13
Don't Know	24

The following percentage answered whether training was sufficient to teach others

Yes	68.4%	(171)
No	11.6%	(29)
Did not receive	20.0%	(50)

total=279 - 29 blanks=base of 250

The following number of teachers reported future plans for MSLN as

Same	27
More	228
Less	2
blank	22

The following percentages reported their view of the importance of MSLN in the enhancement of their school's future curriculum

Very important	65.6%	(164)
Somewhat Important	31.6%	(79)
Neither important nor unimportant	2.4%	(6)
Somewhat unimportant	0.4%	(1)
Not at all important	0.0%	(0)

total=279-29 blanks=base of 250

ALTERNATIVE EQUIVALENT VALUE
SCHOOL QUESTIONNAIRE
as of 3/16/98
with 47 questionnaires returned from 91 sent (51.6%)

all averages are of the number who answered that question
all percentages are of the number who answered that question

The ratio of students to computers available for student use is reported as
17,533 students to 2523 computers = 6.9 to 1

The following percent of respondents described their satisfaction with their Internet connection as:
Completely Satisfied	47.8%	(22)
Somewhat Satisfied	45.7%	(21)
Somewhat Dissatisfied	4.3%	(2)
Completely Dissatisfied	0%	(0)
Don't Know	2.2%	(1)

total=47 - 1 blank=base of 46

Libraries reported the following connections to the Internet:
Cable Modem	28
Frame Relay	0
T1	12
ISDN	1
Other	4

1925 computers are reported as capable of Internet access, an average of 41.8.

870 computers are reported as connected to the Internet prior to their AEV connection,
an average of 22.9.

1755 computers are reported as currrently connected to the Internet, an average of 38.2.

2595 computers are planned for an Internet connection by 2000, an average of 72.1.

509 classrooms are reported currently connected to the Internet, an average of 11.9.

840 classrooms are planned for an Internet connection by 2000, an average of 22.1.

The following average numbers were reported as using the Internet connection on a daily basis:
Students	28.2
Teachers	40.5
Administrators	62.6
Others	30.2

The following numbers were reported as receiving training through MSLN on use of their Internet connection

Principal	1
Other school administrative staff	5
Technical Coordinator	11
Teachers	102
Others	3
No one	14

The following percentage answered whether training was sufficient to teach others

Yes	52.5%	(21)
No	15.0%	(6)
Did not receive	32.5%	(13)

total=47 - 7 blanks=base of 40

The following applications were reported as being used, on the listed number of computers:

E-mail	1457
World Wide Web	1518
Data Sharing	778
FTP	308
Other	65

The following %s were reported as using the network applications:

Math	42.5%	(20)
History	46.8%	(22)
Social Studies	59.6%	(28)
Remedial	31.9%	(15)
English	44.7%	(21)
Science	53.2%	(25)
Gifted	27.7%	(13)
Other	27.7%	(13)

The following percentages reported their view of the importance of the Internet connection in the ⟩l's future curriculum

Very important	68.9%	(31)
Somewhat Important	28.9%	(13)
Neither important nor unimportant	2.2%	(1)
Somewhat unimportant	0%	(0)
Not at all important	0%	(0)

total=47 - 2 blanks=base of 45

The following were perceived as the greatest challenge to providing effective access to MSLN (in order of numbers reported).

a-Training teachers	36
h-Acquiring additional computers	16
f-Curriculum development	14
l-Funding concerns after 2000	14
g-Computers accessible in every classroom	12
j-Time constraints preventing learning technology	12
e-Lack of technical personnel	9
b-Training students	7
c-Computer security	5
i-Internet access policy issues	5
d-Managing local area network	4
k-Upgrading to recent versions of Internet Software	1

all averages are of the number who answered that question
all percentages are of the number who answered that question
Head librarians reported that libraries are open a total of 6324 hours per week, at an average of 30.9 hours.

The MSLN Internet connection is used an average of 20.4 hours per week, or 66.1% of the time that the libraries are open.

The following percent of head librarians described their satisfaction with MSLN as:
Completely Satisfied   56.1%   (105)
Somewhat Satisfied   34.8%   (65)
Somewhat Dissatisfied   2.1%   (4)
Completely Dissatisfied   0.5%   (1)
Don't Know   6.4%   (12)
total=209 - 22 blanks=base of 187

The following percentof head librarians described how MSLN has improved their ability to answer reference questions as:
Completely   6.4%   (12)
Very Much   50.8%   (95)
Somewhat   35.3%   (66)
Not at all   2.1%   (4)
Don't Know   5.3%   (10)
total=209 - 22 blanks=base of 187

85 computers are reported as connected to the Internet prior to MSLN, an average of 0.43.

492 computers are reported as currrently connected to the Internet, an average of 2.5.

906 computers are planned for an Internet connection by 2000, an average of 5.2.

The following age groups were reported (in total and average per library) using the Internet daily:

Group	Total	Average
Total children	1017	6.3
children 3 to 10	159	1.6
children 11 to 13	354	3.0
children 14 to 18	456	3.3
Total adults	1504	8.8
adults under 35	1173	8.4
adults 35 to 54	551	3.6
adults 55 to 64	216	2.2
adults 65 or older	115	1.5

Head librarians reported that their computers were used for network applications an average of 67.1% of the time, and for local applications an average of 32.1% of the time.

The following applications were reported as being used, on the number of computers indicated.

E-mail   360
World Wide Web   459
Data sharing   146
FTP   49
news group   39
Z39.50   21
other   62

The following averages of time were reported for staff use of MSLN:

Answer reference questions   35.2
MaineCat network   18.2
URSUS   16.4
training/self orientation   20.6
tech support   6.3
gen support of library ops   19.1
other   12.4

These numbers of head librarians reported the noted change in library use resulting from MSLN

Increase in use   126
No change   61
Decrease in use   0
blank   22

The following numbers were reported as receiving training on use of MSLN Internet connection

Head librarian   124
Other library paid staff   127
Technical Coordinator   79
Library volunteers   106
Others   13
No one   18
Don't Know   1

The following numbers answered whether training was sufficient to teach others

Yes   116
No   35
Did not receive 31
blank   27

The following number of head librarians reported future plans for MSLN as

Same   54
More   134
Less   0
blank   21

The following elements of the MSLN received the listed ratings by the noted percentage of people answering this part of the question.

total=209-34 blanks=base of 175

software easy	Excellent	21.7%	(38)
	Satisfactory	44.0%	(77)
	Fair	14.9%	(26)
	Unsatisfactory	3.4%	(6)
	Don't Know	16.0%	(28)

total=209-37 blanks=base of 172

documentation clear	Excellent	16.9%	(29)
	Satisfactory	43.0%	(74)
	Fair	20.3%	(35)
	Unsatisfactory	5.2%	(9)
	Don't Know	14.5%	(25)

total=209-39 blanks=base of 170

software performed	Excellent	29.4%	(50)
	Satisfactory	57.0%	(97)
	Fair	5.9%	(10)
	Unsatisfactory	1.8%	(3)
	Don't Know	5.9%	(10)

total=209-34 blanks=base of 175

system downtime	Excellent	41.1%	(72)
	Satisfactory	47.4%	(83)
	Fair	7.4%	(13)
	Unsatisfactory	1.7%	(3)
	Don't Know	2.3%	(4)

total=209-29 blanks=base of 180

easy access	Excellent	57.8%	(104)
	Satisfactory	34.4%	(62)
	Fair	3.9%	(7)
	Unsatisfactory	2.8%	(5)
	Don't Know	1.1%	(2)

total=209-43 blanks=base of 166

staff helpful	Excellent	46.4%	(77)
	Satisfactory	34.3%	(57)
	Fair	6.6%	(11)
	Unsatisfactory	2.4%	(4)
	Don't Know	10.2%	(17)

total=209-33 blanks=base of 176

speed	Excellent	36.4%	(64)
	Satisfactory	40.3%	(71)
	Fair	16.5%	(29)
	Unsatisfactory	3.4%	(6)
	Don't Know	3.4%	(6)

116 head librarians reported calling for tech support and 83.6% of them (97) said they were satisfied.

52 head librarians (24.9%) reported problems using MSLN since its installation.

The following were perceived as the greatest challenge to providing effective access to MSLN (in order of numbers reported).

m-Funding concerns after 2000	108
g-Instructing public	72
j-Time constraints preventing learning technology	65
a-Training staff	64
h-Acquiring additional computers	52
b-Promoting service locally	51
c-Computer security	32
e-More demand than can satisfy	26
f-Getting/keeping technical personnel	26
i-Internet access policy issues	22
k-General public confusion	21
d-Managing local area network	13
l-Upgrading to recent versions of Internet Software	6

26 head librarians said yes, they have special programs regarding MSLN for patrons.

ALTERNATIVE EQUIVALENT VALUE
HEAD LIBRARIAN QUESTIONNAIRE
as of 3/16/98
with 8 questionnaires returned from 23 sent (34.8%)
all averages are of the number who answered that question
all percentages are of the number who answered that question

Head librarians reported libraries open an average of 62.5 hours per week.

Libraries reported the following connections to the Internet:
Cable Modem   2
Frame Relay   0
T1   3
ISDN   1
Voice grade line via modem 0
Other   1
blank   1

The MSLN Internet connection is used an average of 46.2 hours per week, or 73.9% of the time
reported in the first question above.

The following percent of head librarians described their satisfaction with their Internet connection as:
Completely Satisfied   28.6%   (2)
Somewhat Satisfied   71.4%   (5)
Somewhat Dissatisfied   0%   (0)
Completely Dissatisfied   0%   (0)
Don't Know   0%   (0)
total=8 -1 blank=base of 7

The following prcent of head librarians described how the Internet connection has improved their
ability to answer reference questions as:
Completely   0%   (0)
Very Much   42.9% (3)
Somewhat   42.9% (3)
Not at all   0%   (0)
Don't Know   14.3% (1)
total=8 -1 blank=base of 7

25 computers are reported connected to the Internet prior to the AEV connection,
an average of 5 per library.

81 computers are reported as currrently connected to the Internet, an average of 11.6.

129 computers are planned for an Internet connection by 2000, an average of 18.4.

The following age groups were reported (in total and average) using the Internet daily:

Group	Total	Average
Total children	34	6.8
children 3 to 10	5	1.6
children 11 to 13	11	2.8
children 14 to 18	18	6
Total adults	74	14.8
adults under 35	45	11.3
adults 35 to 54	14	3.5
adults 55 to 64	10	2.5
adults 65 or older	5	1.7

Head librarians reported that their computers were used for network applications an average of 71% of the time, and for local applications an average of 36.25% of the time.

The following applications were reported as being used, on the number of computers indicated.

E-mail	46
World Wide Web	46
Data sharing	19
FTP	21
news group	18
Z39.50	24
other	0

The following averages of time were reported for staff use of the Internet:

Answer reference questions	24
MaineCat network	5
URSUS	46.7
training/self orientation	30
tech support	12.5
gen support of library ops	18
other	5

These numbers of head librarians reported the noted change in library use resulting from their Internet connection:

Increase in use	6
No change	0
Decrease in use	1

The following numbers were reported as receiving training through MSLN on use of their Internet connection

Head librarian	3
Other library paid staff	4
Technical Coordinator	1
Library volunteers	1
Others	0
No one	2
Don't Know	0

The following numbers answered whether training was sufficient to teach others

Yes	2
No	1
Did not receive	1
blank	4

The following number of head librarians reported future plans for the Internet as

Same	0
More	7
Less	0
blank	1

The following were perceived as the greatest challenge to providing effective access to the Internet (in order of numbers reported).

h-Acquiring additional computers	4
m-Funding concerns after 2000	4
a-Training staff	3
c-Computer security	3
j-Time constraints preventing learning technology	3
f-Getting/keeping technical personnel	2
b-Promoting service locally	1
d-Managing local area network	1
e-More demand than can satisfy	1
i-Internet access policy issues	1
l-Upgrading to recent versions of Internet Software	1
g-Instructing public	0
k-General public confusion	0

2 head librarians said yes, they have special programs regarding the Internet for patrons.

"If you plan to use (MSLN/Internet connection) more than you are currently, what do you plan to use it for?"

		Prin (215)	Tech (205)	Teacher (195)	Libr'n (101)	AEV Lib (7)	TOTAL
1	more computers	12	31	10	7	0	60
2	more Internet	22	30	20	14	1	87
2b	negative re Internet	1	0	0	0	0	1
3	more e-mail, Pen Pals	24	32	26	7	0	89
4	First Class	1	2	0	0	0	3
5	more teacher use	11	6	11	0	0	28
6	more classroom use/ instruction/implementation	34	21	24	1	0	80
7	administrative use	9	1	0	0	0	10
8	just more use	18	14	15	12	1	60
9	research	36	23	31	10	0	100
10	more student use	26	14	18	1	1	60
11	curriculum based instruction/development	26	23	22	0	0	71
12	Intranet	1	2	0	0	0	3
13	library mgmt/automation/connection	1	4	2	1	0	8
14	group projects--other schools	6	6	10	0	0	22
15	network classrooms/LAN	8	9	4	0	0	21
16	Web page	4	10	12	4	2	32
17	"See-U, See-Me"	2	3	2	0	0	7
18	adult educ/parent use	3	9	3	1	0	16
19	URSUS	0	2	0	4	1	7
20	multimedia(scanner, smart board)	2	4	1	1	0	8
21	ProQuest subscription	0	1	0	0	0	1
22	FTP	0	2	0	1	0	3
23	training /internal & external	8	4	7	12	0	31
24	patrons	0	0	0	11	0	11
25	MaineCat	0	0	0	9	0	9
26	Interlib loan	0	0	0	9	0	9
27	staff use	1	0	0	3	0	4
28	communic w other libraries	0	0	0	4	1	5
20	reference	0	0	0	11	1	12
30	card catalog	0	0	0	6	0	6
31	expand hours	0	0	0	2	0	2
32	Maine Info Net	0	0	0	4	0	4
33	word processing	0	0	0	3	0	3
34	funding/grant info/govt info	1	2	0	2	0	5
35	newsgroups	0	0	0	1	0	1
36	teacher contacts	0	0	1	0	0	1
37	special education classes	1	0	0	0	0	1

Typical Responses
"If you plan to use (MSLN/Internet connection) more than you are currently, what do you plan to use it for?"

1   We are getting 5 additional computers for classroom use.
       adding more public access computers.
       Same applications, just more machines will be added to network.
2   Internet access, WWW, more hours on Internet
2b   Internet inaccessible through MSLN. Plan to use other avenues for more or better use & access
3   more e-mail, more Pen Pals, all staff on line for e-mail, keypals
4   adding FirstClass so e-mail use should go up, FirstClass connection to DOE
5   increased access and training for teachers who will determine applications.
       all teachers and students will learn to use it.
       expand use among teachers as a teaching tool
6   make more available for classroom use, all classes, student use in classrooms
7   administrative office DOE, more staff use, networking office with each classroom.
8   more people involved, additional access, increased time of same applications
9   research for specific classes, research for reports on various subject areas
10   I hope to expand student use, students need more time, higher degree of student participation.
11   whenever and wherever it can be integrated into curriculum, curriculum development
12   Intranet
13   State wide Library connections, hopefully more teachers will bring their students to the library
to   make use of the WWW.
14   interactive class projects with other schools,
       exploring partnering with other schools for joint projects and learning opportunities
15   plan to expand building network and wire classrooms, set up LAN
16   add website, homepage, school directory web site, web page design
17   See-U, See-Me
18   community training, adult education, involve community,
       we intend to offer more Internet related classes for parents, & hopefully, parents & children.
19   URSUS
20   multi-media encyclopedia, smart board, scanner
21   ProQuest subscription
22   FTP
23   local search strategy classes, more Internet training for staff, volunteers & patrons, more
                 training
24   more patron use, additional user access
25   MaineCat
26   Interlibrary loan, ILLS
27   greater use by staff
28   networking with other librarians
29   reference
30   to automate and replace card catalog
31   open library more late afternoons and evenings for school kids
32   Maine Info Net
33   word processing
34   State library funding and grant info
35   newsgroups
36   develop teacher contacts with others on similar projects
37   special education classes

"What changes would you suggest in the training?"

		Prin (77)	Tech (111)	Teacher (119)	Libr'n (93)	AEV Lib (2)	AEV Scl (15)	TTL
1	spend more time	11	6	15	6	0	0	38
2	offer again(turnover/more staff)	7	8	15	4	0	0	34
3	"more training"	9	8	7	8	1	2	35
4	smaller segments	3	2	2	3	0	0	10
5	on-going	4	0	1	3	0	1	9
6	more depth	2	0	0	0	0	0	2
7	different skill levels	2	4	3	4	1	0	14
8	classroom integration/curricula specific	2	2	8	0	0	2	14
9	use same computer/software as client	2	5	2	0	0	0	9
10	technical problems during training	2	3	1	1	0	1	8
11	review/refresher	2	0	5	3	0	0	10
12	follow-up(questions, new info)	7	15	14	7	0	2	45
13	summer	1	0	0	0	0	0	1
14	local	5	1	1	10	0	1	18
15	slow down	1	2	2	0	0	0	5
16	within school day	1	0	2	0	0	0	3
17	telephone walk-thru	0	3	0	0	0	0	3
18	Web page	0	1	0	1	0	0	2
19	computer too slow	0	1	0	0	0	0	1
20	positive comment	4	9	12	4	0	1	30
21	more basic	0	1	1	0	0	0	2
22	need-driven	1	1	0	1	1	0	4
23	send us videos	0	2	0	0	0	0	2
24	technical/advanced	0	11	2	5	0	0	18
25	train after/closer to hookup	0	7	0	4	0	0	11
26	Windows	0	1	0	3	0	0	4
27	less Internet	0	1	0	0	0	0	1
27A	more Internet	0	1	1	1	0	0	3
28	more e-mail help	1	4	0	1	0	0	6
29	trouble shooting/problem solving	0	4	4	1	0	0	9
30	both Mac and PC	0	3	0	0	0	0	3
31	Saturday	0	1	0	0	0	0	1
32	updates on Web	0	1	0	0	0	0	1
33	search strategies	0	0	3	7	0	0	10
34	less technical	1	2	2	13	0	0	18
35	better manual/handouts	0	2	1	2	0	0	5
36	mandatory training for teachers/ more teachers	0	1	1	0	0	0	2
37	hands on	0	0	2	0	0	3	5

"What changes would you suggest in the training?"

1   more time, more practice, more than 1 day
2   making it accessible to teachers
        schedule day for new people in tech coordinator positions
        periodic training for new coordinators who come in as replacements
3   additional training, more of it, more training
4   break it down into small pieces and do a little at a time.
        one specific segment per day, not all together like it was
5   needs to be done on an ongoing basis
6   got an overview & some practice time only. more extensive training program was needed.
7   establish level training based upon experience level of participant
8   practical methods on how to apply it to the classroom.
        now we need how to incorporate into curriculum
9   if, at training time, certain software is to be used in school, training should be given on that, not
programs which may never be used.
        Use Mac computers since that is what our school uses
10   for technical coordinator there should be actual connecting to the Net
        The day we trained we had quite a few computer glitches that hindered our progress.
11   need a refresher, periodic updates and reviews,
        need training to take place again after a few months of use so questions can be answered.
12   follow-up after initial training, more follow up sessions so you can go back
13   summer
14   more one on one, in-house, on-site
15   training was too rushed for a beginner
16   offered again on workshop days specifically devoted to this training
17   walk through process on telephone, FAQS too confusing & time consuming since set up for
noncomputer majors and position unpaid.
18   more info about setting up Web pages at our site
19   faster capability of getting from one search to another--computer is slow
20   Wayne Garthwait was super!
        training was good and trainer was excellent
        training was excellent as is
21   more basic training. It was way over my head when I received training.
22   more needs driven
23   videos to send to schools
24   more instruction regarding network design and wiring, more help in setting up server
25   was before school hooked up, couldn't use, train, apply what we learned
        actually when you are hooked up, then you should receive training
26   teach Windows software, much of our issues are related to learning Windows first.
27   less time to explore Internet
27A   more hands on regarding the www. there was too much emphasis on email and different platforms.
28   more time spend on using email for students
29   trouble shooting/problem solving
30   Got Mac training but have both Mac & IBM clones. Would have been good to train on both.
31   a 2 hour refresher class offered on Saturdays
32   updated info on the web
33   more emphasis on search strategies
34   do not know the "lingo" (what abbreviations mean etc.) Have trainers realize this.
35   much more detailed portions of the installation portion in writing.
36   more teachers to participate; make training mandatory for teachers
37   hands on training

"Have there been any problems in using the MSLN since its installation?"

		Tech Coord(97)	Librarian (53)	TOTAL
1	MSLN changes caused problems	6	0	6
2	downtime	4	1	5
3	slow speed	12	7	19
4	multiple user problems	4	2	6
5	lack of training	1	1	2
6	lack of hardware/software	4	0	4
7	crashes	1	0	1
8	e-mail problems	16	15	31
9	compatibility	1	1	2
10	local problems	14	9	23
11	freeze/lock up	8	0	8
12	error messages	4	1	5
13	online access	7	5	12
14	positive comment	2	0	2
15	phoneline	5	0	5
16	FRAD	2	3	5
17	installation	0	1	1
18	set-up	0	2	2

Typical Responses
"Have there been any problems in using the MSLN since its installation?"

1.   changed IP addresses without notifying me
        changes at MSLNs end in email server temporarily clobbered our email
        domain name server down or adjustments made that put us down
2.   downtime on Intranet & Email downtime
        downtime of MSLN server
3.   frustrated with lack of speed especially with multiple users
        very slow in p.m.
        running slower
4.   I can't get 3 computers to get on the WWW
5.   being new to system without training
6.   I don't have any Window 3.1 computer on line
        old/slow computers
7.   Netscape crashes
8.   some e-mail accounts on FirstClass can't send/receive outside FC system
        e-mail Ids
        Netscape/e-mail problem which was solved by MSLN staff
9.   making it compatible with my router and other Internet connection
10.   local problems, adapters, hub failure, student coursed configuration changes
11.   our modems "lock up"
        freezing computer while on Internet
12.   disk error 36
        we were getting a lot of "broken pipe" messages while using Netscape
13.   access to Internet is very slow or impossible at times
        very slow access during school year, have been occasions where we could not get on-line at all.
14.   connection was lost due to cables being knocked out-MSLN called us before we noticed.
15.   phoneline problems
16.   FRAD connection problem, once, rectified very promptly
        once when a FRAD was reconfigured and did not work
17.   at first, jacks improperly inserted
18.   set up problems, due to COMPAQ brand computers, lag time etc. now pretty much resolved.

"Please use this space for any additional comments."

		Prin (84)	Tech (128)	Teacher (120)	Libr'n (102)	AEV Lib (5)	AEV Scl (9)	TTL
1	blocking software	1	0	0	0	0	0	1
2	more training	6	11	8	11	0	0	36
3	more speed/or perception	6	20	16	4	0	0	46
4	positive comment	22	47	24	24	1	0	118
5	FOLLOW UP NEEDED	13	12	14	19	1	1	60
6	need computers	6	1	4	2	1	0	14
7	current funding	8	2	3	4	0	0	17
8	internal tech support/ internal problems	7	2	3	3	0	0	15
9	time to use it/to train	7	0	5	4	0	0	16
10	access to computers	2	1	4	0	0	1	8
11	funding after 2000	4	4	3	4	0	0	15
12	negative comments	0	9	2	5	0	0	16
13	no tech coordinator	0	4	0	0	0	0	4
14	use for professional work/growth	0	0	2	0	0	0	2

"Please use this space for any additional comments."

1   We have not yet found 'blocking' software which we feel adequately protects (or limits)
                students access to inappropriate material.
2   We need training at this school
        teachers need training on ways to use it with their present curriculums
        I would be interested in training. I was not the tech coordinator when it was offered.
3   It can be slow when many students are using it.
        56k FRAD is a good beginning, but as use increases, the system slows
        the public wants faster and faster machines
4   In this time of tight budgets, we have appreciated MSLN and the training
        The MSLN has been a great opportunity for schools in Maine. It has driven the development of
                computer technology acquisition and use.
        I cannot begin to tell you how helpful & patient the staff of MSLN is when I have called for
        help. They are to be commended. I have never received technical support of this high quality
        before. Thank you!
5   Not in regular use yet.
        We have no technical coordinator this year. .Have not been connected to the MSLN
                connection provided by NYNEX.
        We are still in the process of getting our Internet connection to work.
6   We need computers. It is difficult to train teachers when they do not have computers in their
                rooms.
        Our building is completely wired. We just need the hardware.
7   The concern is the cost of maintaining, upgrading, & using the system & the computers.
                Communities cannot afford additional financial burdens.
        Time and $ override all other issues.
8   We need a part time of full time technology person.
        The lack of knowledgeable computer people in-house is a real problem for us!
9   We do not have enough staff development time to offer enough opportunities to teachers to
                learn about the MSLN connection.
        Time is limited, each class has only so much library time therefore it has been difficult to
                involve the Internet into our classroom.
10   Currently our network hook-up is in a small room that is not sufficiently big enough for an
                entire class to use.
        Computers are not available in classrooms. The one computer which is 'hooked up' is in the
                lib.-Not available to teachers because classes are there for lib. service.
11   After the NYNEX program ends, where will the funding come from for Internet?
12   My own lack of experience may be part of the problem, but the complete lack of internal
                consistency or evaluation of material makes 'surfing' nothing but time consuming and
                frustrating. Mostly   what you get is stuff that's just like a book--text, still pictures-
                -anyway.
        Tech support needs to be better informed because I have called for help & was told my wiring
                was bad when indeed it was a problem with the FRAD.
        E-mail set up took longer than expected due to a problem in setup at MSLN end. Staff was
                helpful eventually in solving problem.
13   No Technical coordinator here.
14   Depend on this in my professional growth and class preparation.

PRINCIPAL QUESTIONNAIRE

We are seeking information on your experiences and opinions related to the Maine School and Library Network (MSLN). The Network provided you with a connection via NYNEX or your local independent telephone company to the Internet during the past year.

School Name
Address
City

1. How many students are enrolled in this school? _____

2. What grades are included in this school?
   [ ] K-6
   [ ] K-8
   [ ] K-12
   [ ] 6-8
   [ ] 7-8
   [ ] 7-9
   [ ] 7-12
   [ ] 9-12
   [ ] Other (Specify) _____

3. How often have you, yourself, used the system since the MSLN connection was installed? _____ Hours per week

4. Overall, how satisfied are you with the MSLN?

	Completely Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Completely Dissatisfied	Don't Know
	[ ]	[ ]	[ ]	[ ]	[ ]

5. How many computers do you currently have in this school available for student use? _____

6. How many computers do you currently have in this school capable of Internet access? _____

7. How many computers did you have connected to the Internet *prior* to the MSLN connection? _____

8. How many computers do you *currently* have connected to the Internet? _____

9. How many computers do you plan to have connected to the Internet by the year 2000? _____

10. Does this school have a computer lab? Yes [No [   ]

11. How many <u>classrooms</u> do you have in your school? _____

12. How many <u>classrooms</u> are currently connected to the Internet? _____

13. How many <u>classrooms</u> do you plan to have connected to the Internet by the year 2000? _____

14. On a daily basis, what percent of the following are using the MSLN Internet connection in your school?
   Students _____   Teachers _____   Administrators _____   Others _____

15. Have you or others in your school received training on use of the MSLN Internet connection?
   (Check all that apply)
   [ ] Principal
   [ ] Other school administrative staff - If checked, how many. _____
   [ ] Technical Coordinator
   [ ] Teachers - If checked, how many. _____
   [ ] Others
   [ ] No one
   [ ] Don't Know

<center>(Please be sure to complete the other side)</center>

16. If you received training, was it sufficient to enable you to teach others to utilize the MSLN?

[ ] Yes
[ ] No
[ ] Did not receive training

17. What changes would you suggest in the training? _____

_____

18. Does your school plan to continue using the MSLN as much as you are currently using it or do you plan to use it more or less?
[ ] Same
[ ] More
[ ] Less

19. If you plan to use it more, what additional applications, classes, or programs do you plan to use it for?

_____

20. Please rate the importance of the MSLN in the enhancement of your school's future curriculum.
[ ] Very important
[ ] Somewhat important
[ ] Neither important nor unimportant
[ ] Somewhat unimportant
[ ] Not at all important

21. What do you perceive as the greatest challenge to providing effective teacher/student access to the MSLN?
(Check the 3 that are most important)

[ ]   Training teachers   [ ] Computers accessible in every classroom
[ ]   Training students   [ ] Acquiring additional computers
[ ]   Computer security   [ ] Internet access policy issues
[ ]   Managing local area network   [ ] Time constraints are preventing learning technology
[ ]   Lack of technical personnel   [ ] Upgrading to recent versions of Internet Software
[ ]   Curriculum development   [ ] Funding concerns after the year 2000

22. Please use this space for any additional comments or feedback you may want to provide.
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Thank you for your time and participation. Please ask the technical coordinator and involved teacher to complete their questionnaires and return them by November 3, 1997.

TECHNICAL COORDINATOR QUESTIONNAIRE

We are seeking information on your experiences and opinions related to the Maine School and Library Network (MSLN). The MSLN provided your school with a connection via NYNEX or your local independent telephone company to the Internet during the past year. This questionnaire is intended to be completed by the individual who is the most involved in diagnosing and/or solving technical difficulties with the computers and networks in the school.

School Name
Address
City

1. Overall, how satisfied are you with the MSLN?

Completely Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Completely Dissatisfied	Don't Know
[ ]	[ ]	[ ]	[ ]	[ ]

2. On a daily basis, what percent of the following are using the MSLN Internet connection in this school?
   Students _____   Teachers _____   Administrators _____   Others _____

3. How many computers do you currently have in this school available for student use? _____

4. How many computers do you currently have in this school capable of Internet access? _____

5. How many computers did you have connected to the Internet *prior* to the MSLN connection? _____

6. How many computers do you currently have connected to the Internet? _____

7. Does this school have a computer lab? Yes [No [ ]

8. Are the computers in this school connected via a LAN or some other alternative method?
   [ ]   LAN   [ ] Alternative (please specify type) _____

9. Which of the following types of network applications are being used, and about how much?

	Being Used	number of computers	number of hours per computer per week
E-mail	[ ]	_____	_____
World Wide Web	[ ]	_____	_____
Data Sharing	[ ]	_____	_____
FTP	[ ]	_____	_____
Other (specify) _____	[ ]	_____	_____

10. Have you or others in this school received the one day technical coordiantor training offered by MSLN?
    (Check all that apply)
    [ ]   Principal
    [ ]   Other school administrative staff - If checked, how many. _____
    [ ]   Technical Coordinator
    [ ]   Teachers - If checked, how many. _____
    [ ]   Others
    [ ]   No one
    [ ]   Don't Know

11. If you received training, was it sufficient to enable you to set up your site to utilize the MSLN connection?
    [ ]   Yes
    [ ]   No
    [ ]   Did not receive training

12. What changes would you suggest in the training? _____

13. Does your school plan to continue using the MSLN as much as you are currently using it or do you plan to use it more or less?
    [ ] Same
    [ ] More
    [ ] Less

14. If you plan to use it more, what additional applications, classes, or programs do you plan to use it for?

_____

15. Thinking about your use of the MSLN, how would you rate it on each of the following elements?

	Excellent	Satis-factory	Fair	Unsatis-factory	Don't Know
The software was easy to install	[ ]	[ ]	[ ]	[ ]	[ ]
The documentation was clear and useful	[ ]	[ ]	[ ]	[ ]	[ ]
The software performed as expected	[ ]	[ ]	[ ]	[ ]	[ ]
The system operates without much downtime	[ ]	[ ]	[ ]	[ ]	[ ]
We are able to easily access the Internet	[ ]	[ ]	[ ]	[ ]	[ ]
The Project staff was helpful when I needed help	[ ]	[ ]	[ ]	[ ]	[ ]
Speed of connection	[ ]	[ ]	[ ]	[ ]	[ ]

16. Have you had to call for additional MSLN technical support since the installation?
    [ ] Yes   If yes, were you satisfied with the support you received? [ ] Yes   [ ] No
    [ ] No

17. Have there been any problems in using the MSLN since its installation?
    [ ] Yes   What problems? _____
    [ ] No

18. Please use this space for any additional comments or feedback you may want to provide.
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Thank you for your time and participation.
Please return this survey by November 3, 1997.

TEACHER QUESTIONNAIRE

We are seeking information on your experiences and opinions related to the Maine School and Library Network (MSLN). The MSLN provided your school with a connection via NYNEX or your local independent telephone company to the Internet during the past year. This questionnaire is to be completed by a teacher who uses computers and the Maine Schools and Libraries Network service regularly.

School Name
Address
City

1. Overall, how satisfied are you with the MSLN?

Completely Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Completely Dissatisfied	Don't Know
[ ]	[ ]	[ ]	[ ]	[ ]

2. How often have you, yourself, used the system since the MSLN connection was installed? _____Hours per week

3. On a daily basis, what percent of the following are using the MSLN connection in your school?
   Students _____   Teachers _____   Administrators _____   Others _____

4. Which of the following types of network applications are being used, and about how much?

	Being Used	number of computers	number of hours per computer per week
E-mail	[ ]	_____	_____
World Wide Web	[ ]	_____	_____
Data Sharing	[ ]	_____	_____
FTP	[ ]	_____	_____
Other (specify) _____	[ ]	_____	_____

5. Which of the following types of classes or programs are using the network applications?
   (Check all that apply)

   [ ]   Math   [ ] English
   [ ]   History   [ ] Science
   [ ]   Social Studies   [ ] Gifted
   [ ]   Remedial
   [ ]   Other (please write in subject/program names)
   _____

6. What percentage of your teaching time is spent on the MSLN with students? _____%

7. Have you or others in your school received training on use of the MSLN? (Check all that apply)
   [ ]   Principal
   [ ]   Other school administrative staff - If checked, how many. _____
   [ ]   Technical Coordinator
   [ ]   Teachers - If checked, how many. _____
   [ ]   Others
   [ ]   No one
   [ ]   Don't Know

8. If you received training, was it sufficient to enable you to teach others to utilize the MSLN connection?
   [ ]   Yes
   [ ]   No
   [ ]   Did not receive training

9. What changes would you suggest in the training? _____
_____

10. Does your school plan to continue using the MSLN as much as you are currently using it or do you plan to use

it more or less?
[ ]   Same
[ ]   More
[ ]   Less

11. If you plan to use it more, what additional applications, classes, or programs do you plan to use it for?

_____

12. Please rate the importance of the MSLN in the enhancement of your school's future curriculum.
[ ]   Very important
[ ]   Somewhat important
[ ]   Neither important nor unimportant
[ ]   Somewhat unimportant
[ ]   Not at all important

13. Please use this space for any additional comments or feedback you may want to provide.
_____
_____
_____
_____
_____
_____
_____
_____
_____

Thank you for your time and participation.
Please return this survey by November 3, 1997.

HEAD LIBRARIAN QUESTIONNAIRE

Library Name
Address
City

1. How many hours per week is your library open to the public? _____

2. How many patrons visit your library per week? _____

3. How many hours per week is the MSLN Internet connection used? _____

4. Overall, how satisfied are you with the MSLN?

Completely Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Completely Dissatisfied	Don't Know
[ ]	[ ]	[ ]	[ ]	[ ]

5. How has the MSLN improved your library's ability to answer reference questions?
   [ ] Completely
   [ ] Very much
   [ ] Somewhat
   [ ] Not at all
   [ ] Don't Know

6. How many computers did you have connected to the Internet *prior* to the MSLN connection? _____

7. How many computers do you currently have connected to the Internet? _____

8. How many computers do you plan to have connected to the Internet by the year 2000? _____

9. Are the computers in your library connected to a LAN or some other alternative method?
    [ ] LAN   [ ] Alternative (please specify type) _____

10. On a daily basis, about how many of the following types of people are using the Internet in your library?

    How many children in total _____
           Children 3 to 10 (estimate) _____
           Children 11 to 13 (estimate) _____
           Children 14 to 18 (estimate) _____
    How many adults (general public) _____
           Adults under 35 (estimate) _____
           Adults 35 to 54 (estimate) _____
           Adults 55 to 64 (estimate) _____
           Adults 65 or older (estimate) _____

11. What percent of the time are the computers in your library used for network applications (e-mail, Internet, etc.), compared to local applications (word processing, encyclopedia, graphics, etc.)?

    Network Applications _____%   Local Applications _____%

12. Which of the following types of network applications are being used, and about how much?

	Being Used	number of computers	number of hours per computer per week
E-mail	[ ]	_____	_____
World Wide Web	[ ]	_____	_____
Data Sharing	[ ]	_____	_____
FTP	[ ]	_____	_____
News group access	[ ]	_____	_____
Z39.50 client use	[ ]	_____	_____
Other (specify) _____	[ ]	_____	_____

13. What percentage of the time which staff uses for MSLN, is used for the following purposes?

Maine School & Library Network · 1 Davis Farm Road, Portland, Maine 04103   32

Answer reference questions	_____%
MaineCat Network	_____%
URSUS access	_____%
Training and self-orientation	_____%
Tech support for computer hardware or software	_____%
General support of library operations	_____%
Other _____	_____%

14. Has the connection of the library to the Internet resulted in an increase, no change, or decrease in the use of the library?

    [ ] increase in use   [ ] no change   [ ] decrease in use

15. Have you or others in your library received training on use of the MSLN? (Check all that apply)

    [ ]   Head Librarian
    [ ]   Other library paid staff - If checked, how many. _____
    [ ]   Technical Coordinator
    [ ]   Library volunteers - If checked, how many. _____
    [ ]   Others
    [ ]   No one
    [ ]   Don't Know

16. If you received training, was it sufficient to enable you to teach others to utilize the MSLN?

    [ ]   Yes
    [ ]   No
    [ ]   Did not receive training

17. What changes would you suggest in the training? _____

_____

18. Do you plan to continue using the MSLN as much as you are currently using it or do you plan to use it more or less?

    [ ]   Same
    [ ]   More
    [ ]   Less

19. If you plan to use it more, what additional applications, services, or programs do you plan to use it for?

_____

20. Thinking about your use of the MSLN, how would you rate it on each of the following elements?

	Excellent	Satis-factory	Fair	Unsatis-factory	Don't Know
The software was easy to install	[ ]	[ ]	[ ]	[ ]	[ ]
The documentation was clear and useful	[ ]	[ ]	[ ]	[ ]	[ ]
The software performed as expected	[ ]	[ ]	[ ]	[ ]	[ ]
The system operates without much downtime	[ ]	[ ]	[ ]	[ ]	[ ]
We are able to easily access the Internet	[ ]	[ ]	[ ]	[ ]	[ ]
The Project staff was helpful when I needed help	[ ]	[ ]	[ ]	[ ]	[ ]
Speed of connection	[ ]	[ ]	[ ]	[ ]	[ ]

21. Have you had to call for additional technical support since the installation?

    [ ]   Yes   If yes, were you satisfied with your support? [ ] Yes   [ ] No
    [ ]   No

22. Have there been any problems in using the MSLN since its installation?
   [ ]   Yes   What problems? _____
   [ ]   No

23. What do you perceive as the greatest challenge to providing effective public access to the MSLN?
               (Check the 3 that are most important)

   [ ]   Training staff   [ ] Instructing public in MSLN use
   [ ]   Promoting service locally   [ ] Acquiring additional computers
   [ ]   Computer security   [ ] Internet access policy issues
   [ ]   Managing local area network   [ ] Time constraints are preventing learning technology
   [ ]   More public demand than the   [ ] General public confusion about Internet
           library can satisfy   [ ] Upgrading to recent versions of Internet Software
   [ ]   Getting/keeping personnel in   [ ] Funding concerns after the
           technical functions   year 2000

24. Do you have special programs regarding MSLN for patrons?
   [ ]   Yes
   [ ]   No

25. Please use this space for any additional comments or feedback you may want to provide.
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____

Thank you for your time and participation.
Please return this survey by November 3, 1997.

SCHOOL QUESTIONNAIRE
MSLN ALTERNATIVE EQUIVALENT VALUE
School Name
Address
City

1. How many students are enrolled in this school? _____

2. What grades are included in this school?

   [ ] K-6   [ ] 7-9
   [ ] K-8   [ ] 7-12
   [ ] K-12   [ ] 9-12
   [ ] 6-8   [ ] Other (Specify)_____
   [ ] 7-8

3. How satisfied are you with your Internet connection?

	Completely Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Completely Dissatisfied	Don't Know
	[ ]	[ ]	[ ]	[ ]	[ ]

4. How does your school currently connect to the Interet?

   [ ] Cable Modem
   [ ] Frame Relay
   [ ] T1
   [ ] ISDN
   [ ] Other _____

5. How many computers do you currently have in this school available for student use? _____

6. How many computers do you currently have in this school capable of Internet access? _____

7. How many computers were connected to the Internet *prior* to your AEV Internet connection? _____

8. How many computers do you *currently* have connected to the Internet? _____

9. How many computers do you plan to have connected to the Internet by the year 2000? _____

10. Does this school have a computer lab? Yes [ ] No [ ]

11. Are the computers in your school connected to a LAN or some other alternative method?

    [ ] LAN   [ ] Alternative (please specify type)_____

12. How many <u>classrooms</u> do you have in your school? _____

13. How many <u>classrooms</u> are currently connected to the Internet? _____

14. How many <u>classrooms</u> do you plan to have connected to the Internet by the year 2000? _____

15. On a daily basis, what percent of the following are using the Internet connection in your school?
    Students _____   Teachers _____   Administrators _____   Others _____

16. Have you or others in your school received training on use of the MSLN Internet connection?
    (Check all that apply)
    [ ] Principal
    [ ] Other school administrative staff - If checked, how many. _____
    [ ] Technical Coordinator
    [ ] Teachers - If checked, how many. _____
    [ ] Others
    [ ] No one
    [ ] Don't Know

17. If you received training, was it sufficient to enable you to teach others to utilize the Internet?
    [ ] Yes
    [ ] No
    [ ] Did not receive training

18. What changes would you suggest in the training? _____

_____

19. Which of the following types of network applications are being used, and about how much?

	Being Used	number of computers	number of hours per computer per week
E-mail	[ ]	_____	_____
World Wide Web	[ ]	_____	_____
Data Sharing	[ ]	_____	_____
FTP	[ ]	_____	_____
Other (specify) _____	[ ]	_____	_____

20. Which of the following types of classes or programs are using the network applications?
    (Check all that apply)
    [ ] Math   [ ] English
    [ ] History   [ ] Science
    [ ] Social Studies   [ ] Gifted
    [ ] Remedial
    [ ] Other (please write in subject/program names)
          _____

21. Please rate the importance of theInternet connection in the enhancement of your school's future curriculum.
    [ ] Very important
    [ ] Somewhat important
    [ ] Neither important nor unimportant
    [ ] Somewhat unimportant[
    [ ] Not at all important

22. What do you perceive as the greatest challenge to providing effective teacher/student access to the MSLN?
       (Check the 3 that are most important)

    [ ] Training teachers   [ ] Computers accessible in every classroom
    [ ] Training students   [ ] Acquiring additional computers
    [ ] Computer security   [ ] Internet access policy issues
    [ ] Managing local area network   [ ] Time constraints are preventing learning technology
    [ ] Lack of technical personnel   [ ] Upgrading to recent versions of Internet Software
    [ ] Curriculum development   [ ] Funding concerns after the year 2000

23. Please use this space for any additional comments or feedback you may want to provide.
_____
_____
_____
_____
_____
_____

Thank you for your time and participation. Please complete and return by November 3, 1997.
Maine School & Library Network -- 1 Davis Farm Road, Portland, Maine 04103
LIBRARY QUESTIONNAIRE

MSLN ALTERNATIVE EQUIVALENT VALUE

Library Name
Address
City

1. How many hours per week is your library open to the public? _____

2. How many patrons visit your library per week? _____

3. How does your library currently connect to the Internet?
    [ ]   Cable Modem
    [ ]   Frame Relay
    [ ]   T1
    [ ]   ISDN
    [ ]   Voice grade line via modem
    [ ]   Other _____

4. How many hours per week is the Internet connection used? _____

5. How satisfied are you with your Internet connection? Completely Somewhat Somewhat Completely   Don't
                                                                              Satisfied   Satisfied Dissatisfied Dissatisfied   Know

6. How has the Internet connection improved your library's ability to answer reference questions?
    [ ]   Completely
    [ ]   Very much
    [ ]   Somewhat
    [ ]   Not at all
    [ ]   Don't Know

7. How many computers did you have connected to the Internet *prior* to your AEV connection? _____

8. How many computers do you currently have connected to the Internet? _____

9. How many computers do you plan to have connected to the Internet by the year 2000? _____

10. Are the computers in your library connected to a LAN or some other alternative method?

    [ ] LAN   [ ] Alternative (please specify type) _____

11. On a daily basis, about how many of the following types of people are using the Internet in your library?

    How many children in total   _____

            Children 3 to 10 (estimate)   _____

            Children 11 to 13 (estimate)   _____

            Children 14 to 18 (estimate)   _____

    How many adults (general public)   _____

            Adults under 35 (estimate)   _____

            Adults 35 to 54 (estimate)   _____

            Adults 55 to 64 (estimate)   _____

            Adults 65 or older (estimate)   _____

12. What percent of the time are the computers in your library used for network applications (e-mail, Internet, etc.), compared to local applications (word processing, encyclopedia, graphics, etc.)?

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News group access	[ ]	_____	_____
Z39.50 client use	[ ]	_____	_____
Other (specify) _____	[ ]	_____	_____

14. What percentage of the time which staff uses for the Internet, is used for the following purposes?

Answer reference questions	_____%
MaineCat Network	_____%
URSUS access	_____%
Training and self-orientation	_____%
Tech support for computer hardware or software	_____%
General support of library operations	_____%
Other _____	_____%

15. Has the connection of the library to the Internet resulted in an increase, no change, or decrease in the use of the library?
       [ ] increase in use   [ ] no change   [ ] decrease in use

16. Have you or others in your library received training through MSLN on use of the Internet? (Check all that apply)
[ ]   Head Librarian
[ ]   Other library paid staff - If checked, how many. _____
[ ]   Technical Coordinator
[ ]   Library volunteers - If checked, how many. _____
[ ]   Others
[ ]   No one
[ ]   Don't Know

17. If you received training, was it sufficient to enable you to teach others to utilize the Internet?
[ ]   Yes
[ ]   No
[ ]   Did not receive training

18. What changes would you suggest in the training? _____
_____

19. Do you plan to continue using the Internet connection as much as you are currently using it or do you plan to use it more or less?
[ ]   Same
[ ]   More
[ ]   Less

20. If you plan to use it more, what additional applications, services, or programs do you plan to use it for?

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    (Check the 3 that are most important)

[ ] Training staff   [ ] Instructing public in MSLN use
[ ] Promoting service locally   [ ] Acquiring additional computers
[ ] Computer security   [ ] Internet access policy issues
[ ] Managing local area network   [ ] Time constraints are preventing learning technology
[ ] More public demand than the   [ ] General public confusion about Internet
     library can satisfy   [ ] Upgrading to recent versions of Internet Software
[ ] Getting/keeping personnel in   [ ] Funding concerns
   technical functions

22. Do you have special programs regarding the Internet for patrons?
    [ ]   Yes
    [ ]   No

23. Please use this space for any additional comments or feedback you may want to provide.
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Thank you for your time and participation.
Please return this survey by November 3, 1997.